QMS® *magicolor*® 2 DeskLaser Setup Guide

1800485-001C

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Introduction

The documentation provides a window into the many capabilities of your QMS *magicolor* 2 DeskLaser. The more familiar you are with the documentation, the easier it'll be for you to achieve the results you want from your printer.

Standard Product Documentation

	QMS* magicolor *2* *DeskLaser* *Installation Guide (In hard copy and on the *QMS* magicolor *2 DeskLaser Print System Documentation and Software* CD-ROM.)	This handout assists in getting the printer up and running. It is to be used as a quick setup reference only and should be used in conjunction with the full *Setup Guide* and *User's Guide*.
	QMS* magicolor *2* *DeskLaser* *Setup Guide (In hard copy and on the *QMS magicolor 2 DeskLaser Print System Documentation and Software* CD-ROM.)	You're looking at this document right now. It contains detailed, illustrated instructions to guide you as you unpack and set up your printer, connect it directly to a computer via the parallel port or to a network via the Ethernet port, and then install a Windows 95/98 or Windows NT printer driver and network print monitor.
	QMS* magicolor *2* *DeskLaser* *User's Guide (On the *QMS magicolor 2 DeskLaser Documentation and Software* CD-ROM.)	This manual guides you through the day-to-day operation of your printer. It includes information on printing files, adding print media, and replacing toner. It also includes information on handling, cleaning, and maintaining your printer; improving print quality; and troubleshooting printer problems.

Manuals on the CD-ROM

The manuals on the *QMS* magicolor *2 DeskLaser Documentation and Software* CD-ROM are in Adobe Acrobat PDF format. We've also provided the Acrobat Reader and QuickTime programs on the CD-ROM. The CD-ROM insert provides instructions on installing them.

About Adobe Acrobat Reader

Adobe Acrobat PDF-formatted manuals give you more flexibility and convenience than do hardcopy manuals when you have to access information. Here are some of the advantages PDF-formatted manuals provide:

- You can store the PDF manuals in a central location for access by anyone on the network.
- You can view the manuals on web browsers using the Acrobat plug-in.
- You can view the manuals on-screen in different formats (side-by-side or two-up, one page at a time, scrolling two-up, article flow, and zooming capability up to 800%).
- You can conduct full-text searches through all of the manuals.
- You can watch QuickTime video clips that enhance the text and illustrations for a number of commonly performed procedures. (When installing the Reader, be sure to install QuickTime, too.)
- You can print only the manual pages that you need.
- The PDF-formatted manuals have been enhanced for on-screen viewing and navigation. Throughout each manual are numerous hotlinks to cross-reference points. The table of contents and the index are fully hotlinked to their respective page references, and all World Wide Web addresses are linked to their respective home pages.

We hope you enjoy using the Acrobat software to access the information in your manuals. They'll never become dog-eared and yellowed or collect dust on some forgotten shelf with quick online access. Your PDF-formatted manuals will empower you to take full advantage of all the capabilities of your printer.

Using Adobe Acrobat Reader

When you use Acrobat to view your manuals, keep the following tips in mind for using some of the navigation features built into Acrobat and your manuals.

- You may view the document in three different styles: page only, with bookmarks, or with thumbnails. Try each to see which you like best. Viewing with bookmarks will enable you to use a quick table of contents to move around the document.
- The toolbar also gives you quick access to page navigation features. For example, you may click a button to advance (>) or reverse (<) one page, go to the start (|<) or end (>|) of the document, or use the history button (<<) to go to the previous pages you viewed. There are other buttons in the toolbar to change view or magnification of the document.
- As you browse through the document the open hand tool will sometimes turn into a pointing hand. You have discovered an embedded link in the manual. You will find these links in the table of contents, index, WWW addresses, and cross references. Click on the link to jump to a new location.
- If you discover a movie camera icon, click the icon to play a QuickTime video clip of the procedure described in the text.

- Use the Acrobat Reader Online Help for a more complete explanation of these features.

A Note on Media

All QMS manuals are also available in hard copy. In the US, contact QMS at 1 (800) 523-2696 for purchase information. Elsewhere, refer to appendix A, “QMS Customer Support.”

You can also download many of these files via ftp from our World Wide Web Server at http://www.qms.com or our ftp resource at ftp.qms.com. Refer to appendix A, “QMS Customer Support,” for sales and support locations and telephone numbers.

Typographic Conventions

The following typographic conventions are used in this manual:

`Mixed-Case Courier`	Text you type, and messages and information displayed on the screen
`Mixed-Case Italic Courier`	Variable text you type; replace the italicized word(s) with information specific to your printer or computer
`UPPERCASE COURIER`	Information displayed in the printer message window
lowercase italic	Variable information in text
UPPERCASE	File and utility names
↵	Press the Enter key (PC)
^	Press and hold down the Ctrl key (PC)
	In Adobe Acrobat PDF versions of the manual, click to play a QuickTime video clip of the procedure described in the text.

» **Note:** *Notes contain tips, extra information, or important information that deserves emphasis or reiteration.*

◆ **Caution:** *Cautions present information that you need to know to avoid equipment damage, process failure, or extreme annoyance.*

WARNING! *Warnings indicate the possibility of personal injury if a specific procedure is not performed exactly as described in the manual.*

ACHTUNG! *Bitte halten Sie sich exakt an die im Handbuch beschriebene Vorgehensweise, da sonst Verletzungsgefahr bestehen könnte.*

Find a Good Location

Location Requirements

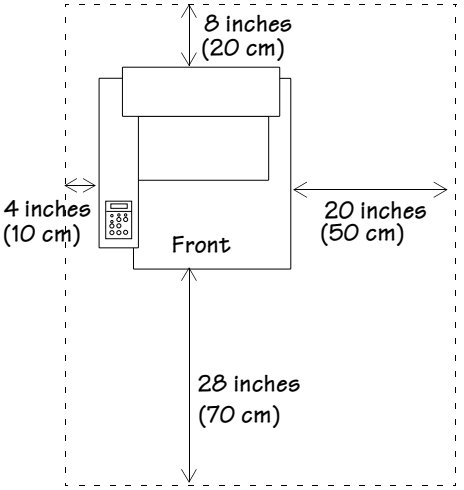
- Away from cooling and heating sources, extreme temperature changes, direct sunlight, excessive dust, corrosive chemicals or vapors (such as ammonia), water pipes, refrigerators, and any strong electromagnetic field (such as that created by an air conditioner).
- Away from items that can easily burn (such as curtains) and items that produce excessive vibration.
- In an area with a temperature range of 50°–90.5° F (10°–32.5° C) and relative humidity range of 20%–80%.
- At an altitude of 0–8202' (0–2500 m).
- On a hard, flat, level surface capable of supporting the printer with consumables.

◆ **Caution:** *For best output quality and longest consumables life, install the printer on a hard, flat, level (within 1.5°) surface capable of supporting about 110 lbs (50 kg) for the DeskLaser or 126 lbs (57.1 kg) for the Duplex Model. A surface can be tested for levelness with a standard round pencil. If the pencil rolls, the surface is not level. Clear the area of any obstruction or items such as cables that might prevent the printer from sitting directly on the flat, level surface.*

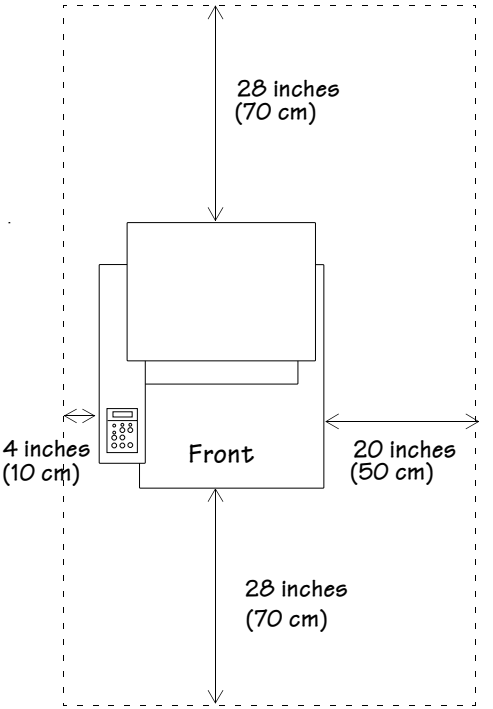
Printer	Weight with Consumables and Media
DeskLaser	110 lb (50 kg)
Duplex Model	126 lb (57.1 kg)

- Near your computer—6.5' (2 m) or less for a Centronics IEEE 1284 bidirectional parallel connection; cables for other connections may be longer.
- Close to an easily accessible power supply. Don’t connect it to the same electrical outlet as noise-generating equipment.
- In a well-ventilated room.
- With enough space to allow adequate ventilation and easy servicing.

DeskLaser



Duplex Model



Power Requirements

- Your printer requires a properly grounded AC outlet with a rated line voltage of 100 V, 120 V, or 220/240 V.
- The line voltage must remain within ±10 percent of the rated voltage for proper operation of the printer.
- The amperage capacity of the electrical outlet must be at least 1.2 times that used by the printer.
- The maximum electrical current required during operation is 10 amps for a 100 V system, 8.3 amps for a 120 V system, and 4.5 amps for a 220/240 V system.
- Noise-generating equipment should not be connected to the same electrical outlet as the printer.
- The recommended frequency is 50–60 Hz ±2 Hz for a 100 V system, 60 Hz ±2 Hz for a 120 V system, and 50 Hz ±2 Hz for a 220/240 V system.

Energy Star Compliance

The QMS *magicolor* 2 DeskLaser is compliant with US Environmental Protection Agency (EPA) Energy Star regulations. After a specified period of inactivity, the printer changes to a low-power state (the engine remains on, but the fuser turns off). When a print job is received, the printer returns to normal power within a user-configurable time period.

Computer Requirements

Printer performance depends upon the type of computer to which you connect it. We recommend a Pentium-class computer with at least 16 MB of RAM (if you're using Windows 95/98) or 32 MB of RAM (if you're using Windows NT 4.0).

Check Shipment Contents

Shipment Contents

Make sure that all items are included in your shipment before setting up your printer. If any items are missing or damaged, contact your shipping company or your QMS vendor. See appendix A, “QMS Customer Support,” for product sales and support information.

- 250-sheet letter/A4 media standard cassette
- Consumables starter kit
  - 4 starter toner cartridges (1 each black, cyan, magenta, and yellow); at normal 5% coverage, the black cartridge will print 5,000 letter/A4-size pages* while the cyan, magenta, and yellow cartridges will each print 3,000 pages
  - OPC belt cartridge
  - Fuser oil bottle
  - Fuser cleaning roller
  - Fuser oil removal syringe
- *QMS* magicolor *2 DeskLaser Installation Guide*
- *QMS* magicolor *2 DeskLaser Setup Guide* (this manual)

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* A **plane** is a single pass of the OPC belt (one toner color). For example, a one-color, single-sided (simplex) print job makes one pass (one plane), and a two-color print job makes two passes (two planes). A single-sided color **page** (also called a **face**) consists of four passes (or planes) of the OPC belt, since most color print jobs use all four toner colors. A two-sided (also known as duplex or two-faced) color page may consist of up to eight passes of the OPC belt, since most color print jobs use all four toner colors.

Consumable life is expressed in simplex pages (1 face). A duplex page (2 faces) is equivalent to two simplex pages.

- *QMS* magicolor *2 DeskLaser Documentation and Software* CD-ROM
  - Printer drivers
  - *QMS* magicolor *2 DeskLaser Installation Guide*
  - *QMS* magicolor *2 DeskLaser Setup Guide* (this manual)
  - *QMS* magicolor *2 DeskLaser User's Guide*
- Power cord
- Warranty and registration card

» **Note:** *An interface cable is not included in the shipment. If you need a cable, contact your local vendor or a local computer store. See "Connect the Printer to Your Computer and Plug It In" on page 28 for information on the type cable needed.*

Media

If you need alternate media, contact your QMS vendor for media availability and purchase information. (See appendix A, "QMS Customer Support," for sales and support locations and telephone numbers.) You can also download some of these files via ftp from our World Wide Web Server at http://www.qms.com or our ftp resource at ftp.qms.com.

Unpack the Printer

QMS *magicolor* 2 DeskLaser

Save the packing materials in case you ever have to move or ship the printer.

◆ **Caution:** *Remove all packing materials before turning on the printer, or you may damage it.*

1 **Remove everything except the printer from the shipping carton.**

2 **Open the protective plastic covering the printer.**

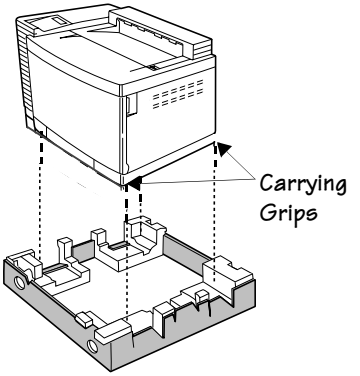
3 **With another person's help, lift the printer from the base tray, and place it in its permanent location.**

When lifting or carrying the printer, use the carrying grips on the bottom sides of the printer.

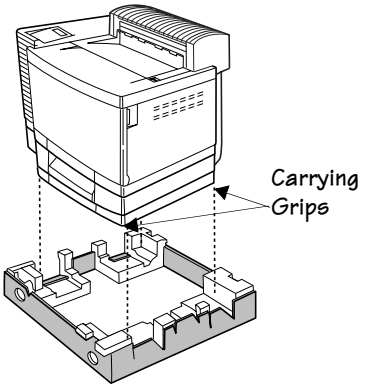
WARNING! *The DeskLaser weighs about 66 lbs (30 kg). Don't lift it by yourself. The duplex model weighs about 93 lb (42 kg). Don't lift it by yourself.*

ACHTUNG! *Der DeskLaser wiegt ca 30 kg; bitte versuchen Sie niemals, das Gerät alleine anzuheben oder zu tragen. Der duplex model wiegt ca 42 kg; bitte versuchen Sie niemals, das Gerät alleine anzuheben oder zu tragen.*

DeskLaser

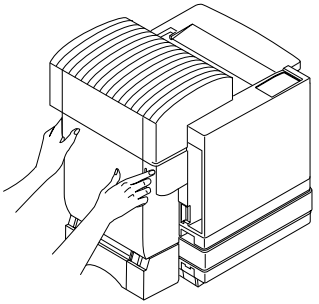


Duplex Model



4 **Remove any tape securing the front and top covers.**

5 **If you have a duplex model, remove any tape securing the duplexer's rear cover.**



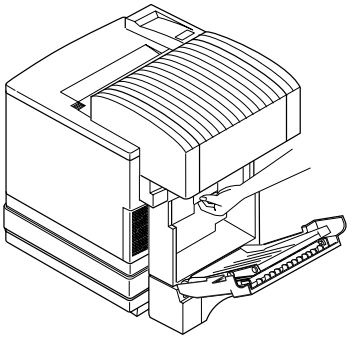
If not, skip to step 8.

6 **Open the duplexer's rear cover.**

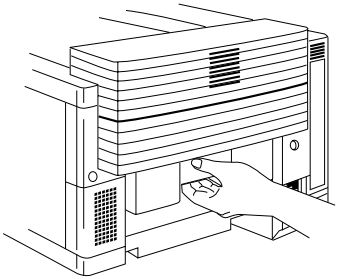
7 **Remove the packing materials and tape inside the duplexer.**

Reach into the duplexer's rear cover to access the printer's rear cover.

8 **Remove any tape securing the printer's rear cover.**



9 **Pull the handle on the printer's rear cover to open it.**



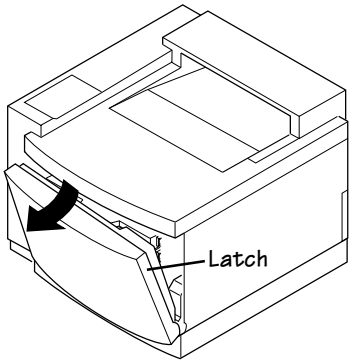
» **Note:** *The illustrations for steps 9 through 21 show the printer without the duplexer. However, the instructions are the same for both models.*

10 **Remove any packing material from the printer's rear cover.**

11 **Close the printer's rear cover.**

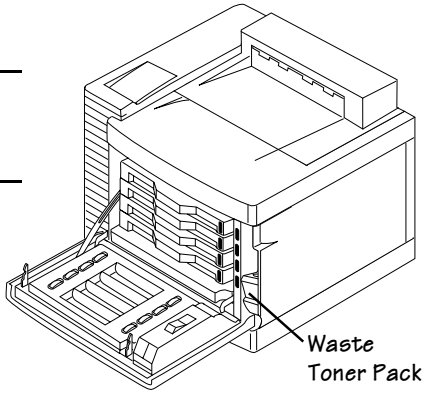
12 Open the printer's front cover.

Squeeze the latch near the upper-right corner of the cover.



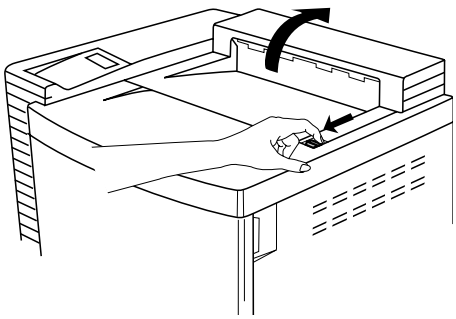
13 Remove any packing material from the printer's waste toner pack.

◆ **Caution:** *Remove the waste toner pack once and reinstall it to ensure that it has not become dislodged during transportation.*



14 Remove any other packing material from inside the printer's front cover and toner cartridge cavity.

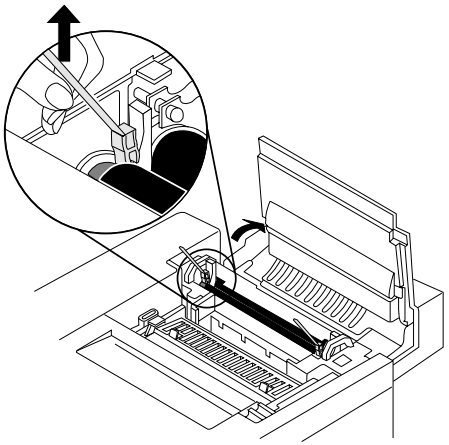
15 **Pull the top latch to release the top cover, and then open the top cover.**



◆ **Caution:** *If you have a duplex model, make sure you have opened the duplexer's rear cover before opening the top of the printer. Forced opening of the top cover first may damage the unit.*

16 **Remove any packing material from inside the printer.**

17 **Remove the orange shipping spacers from between the fuser rollers.**



◆ **Caution:** *It's very important to remove both shipping spacers.*

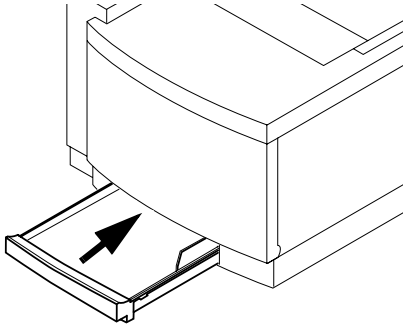
» **Note:** *Save the spacers in case you need to repack the printer for relocation or shipping later.*

18 **Close the printer's front and top covers.**

19 **If you have a duplex model, close the duplexer's rear cover.**

20 **Remove the media cassette, and then remove any packing material from the cassette.**

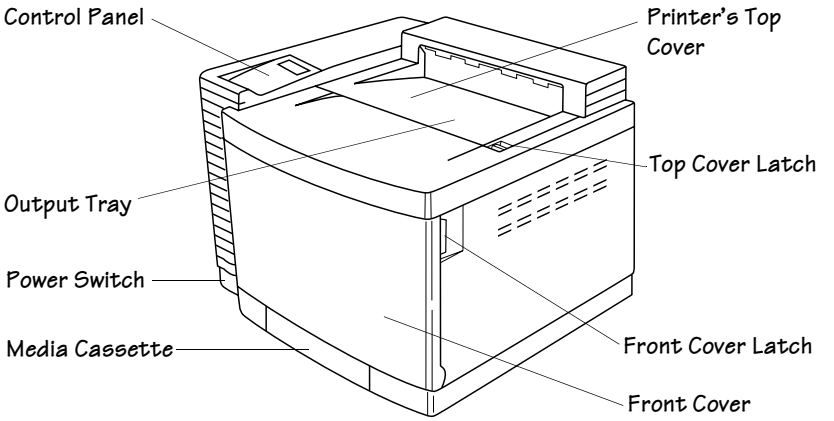
21 **Slide the media cassette back into the printer.**

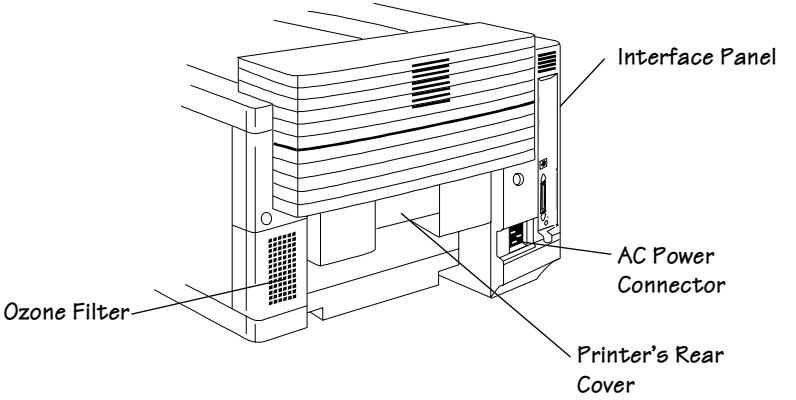


Get Acquainted with Your Printer

QMS *magicolor* 2 DeskLaser

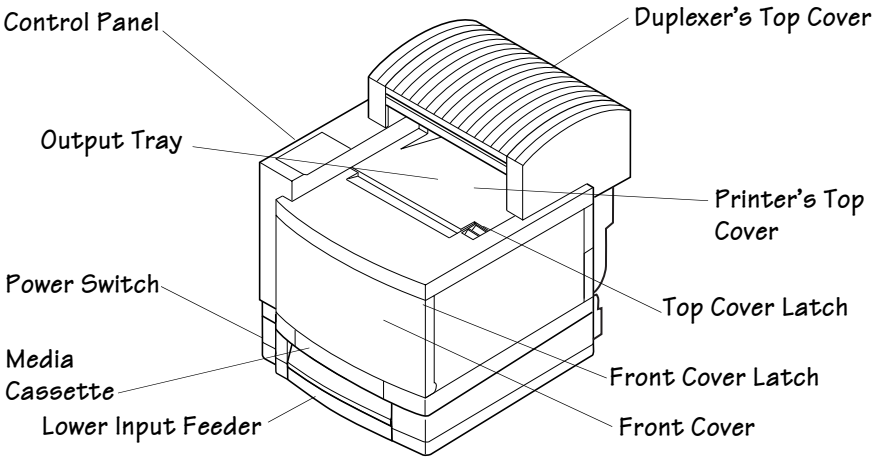
Before installing the consumables and operating the printer, you should become familiar with certain physical items:

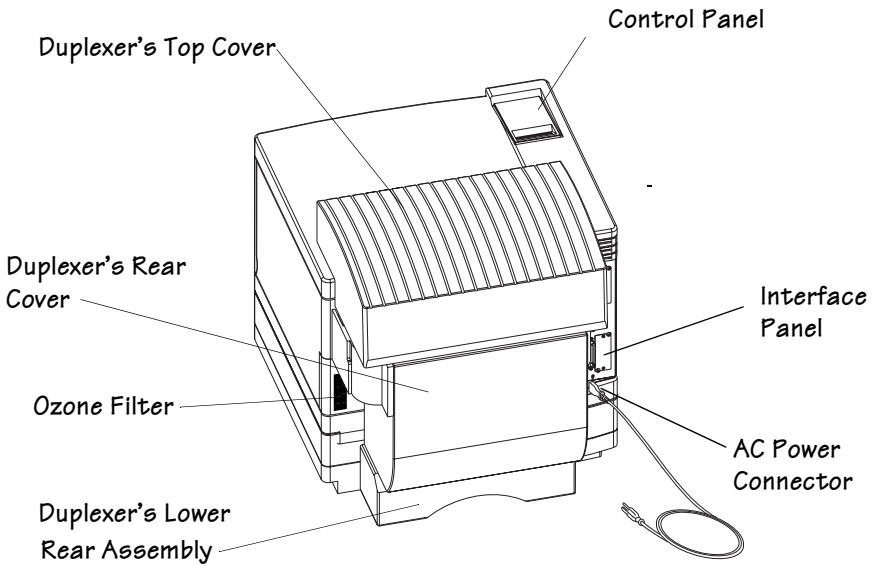




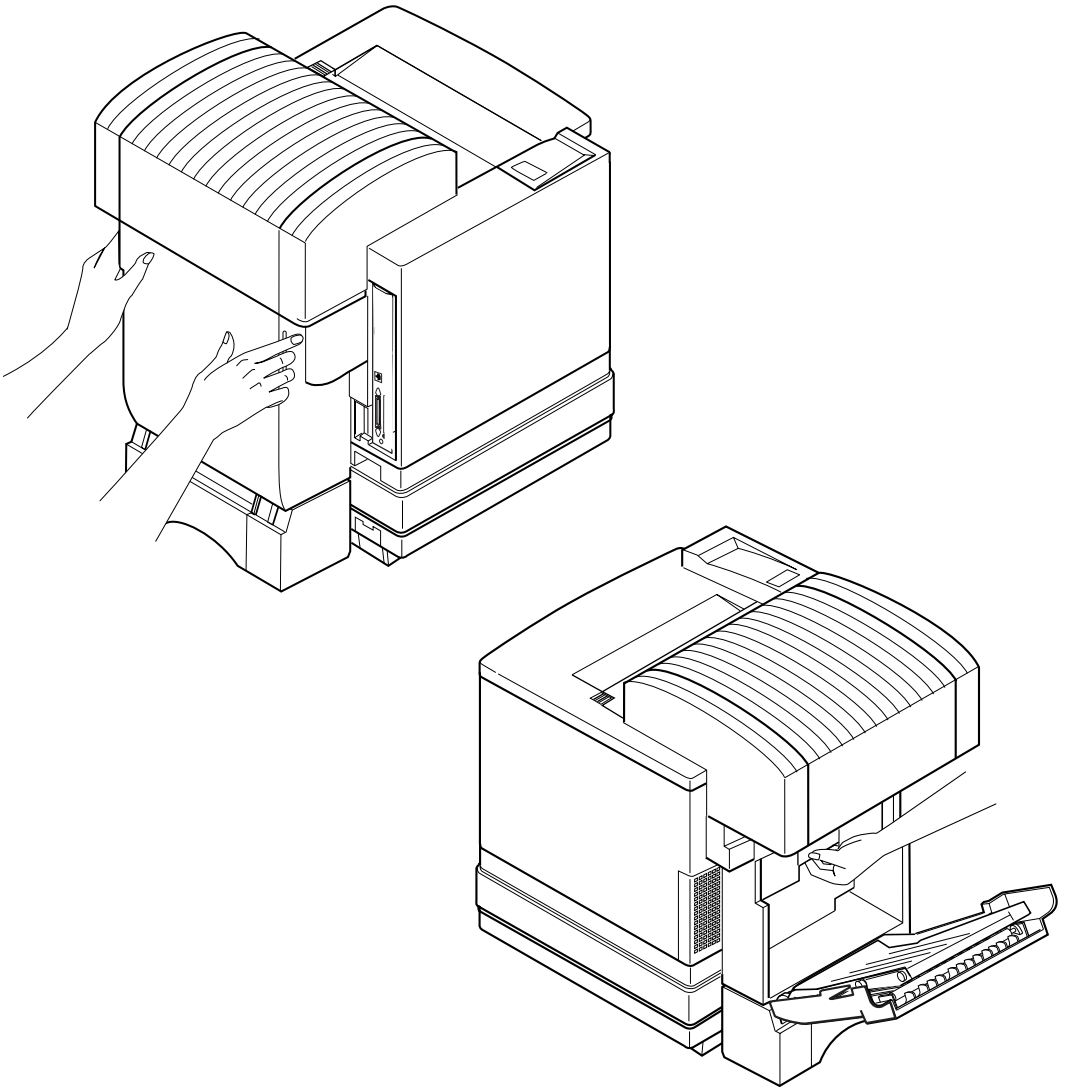
QMS *magicolor* 2 DeskLaser Duplex Model

Before installing the consumables and operating the printer, you should become familiar with certain physical items:





Access to the Printer's Rear Cover through the Duplexer



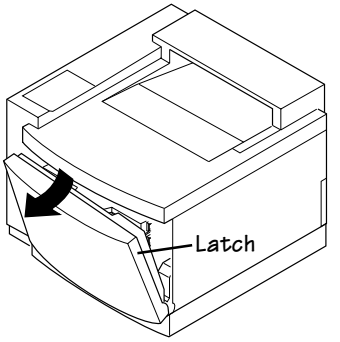
Install the Consumables

Starter Toner Cartridges

Your printer uses four toner cartridges: black, yellow, magenta, and cyan.

1 Open the printer's front cover.

Squeeze the latch near the upper-right corner of the cover.

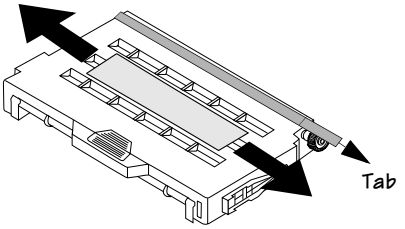


» **Note:** *The illustrations for steps 1 and 5 show the printer without the duplexer. However, the instructions are the same for both models.*

2 Remove the toner cartridges from their shipping cartons.

3 Distribute the toner in the cartridges.

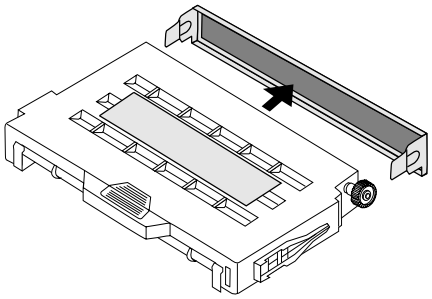
Holding a cartridge with both hands, gently rock it five or six times horizontally.



◆ **Caution:** *Do not hold the toner cartridge vertically.*

Pull the tab on the cartridge to remove the tape.

4 Remove the orange protective cover from each cartridge.



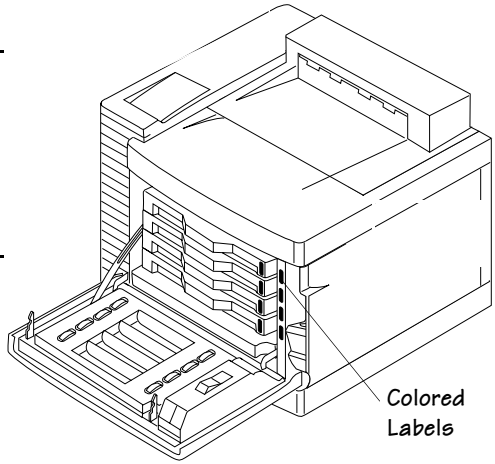
◆ **Caution**: *Each toner cartridge has a colored label that corresponds to a colored label to the right of the cartridge slots. Always install the toner cartridge in the slot with a label of the same color.*

5 Install the four toner cartridges.

◆ **Caution:** *If a toner cartridge doesn't slide in easily, don't force it. In addition, don't push it in until you hear a click. If you hear a click, you've locked it into place against the OPC belt cartridge and your prints may be smudged.*

Align the toner cartridge with the cartridge guides, and gently push the cartridge until you begin to feel resistance.

Then pull the cartridge back approximately 1/4 inch.



» **Note:** *While the cartridge may not appear to be completely installed, gently closing the front door of the printer will secure the cartridges in their proper operating position.*

OPC Belt Cartridge

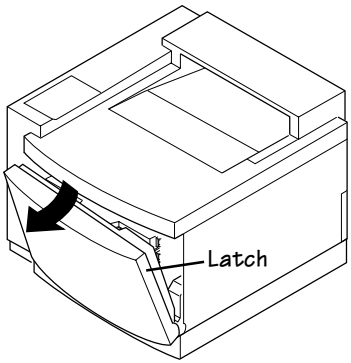
◆ **Caution:** *The OPC belt is extremely sensitive to bright light and direct sunlight. Always leave it in its protective bag until you are ready to install it. Any exposure to light should be limited to less than two minutes or permanent damage could result. If you suspect the belt is damaged due to exposure to light, put the belt in a dark place to recover. Depending on the amount of exposure, recovery may take up to two hours. Recovery time is dependent on the amount of exposure sustained. Recovery is not guaranteed.*

The OPC belt is also extremely sensitive to touch. Always handle the cartridge so you don't touch the surface of the belt. Any body oil left on the surface of the belt will prevent toner from adhering to the belt which results in poor image quality. Also, keep the cartridge away from anything that may scratch the surface of the belt. Any scratches will show in the image produced.

1 If it's not already open, open the printer's front cover.

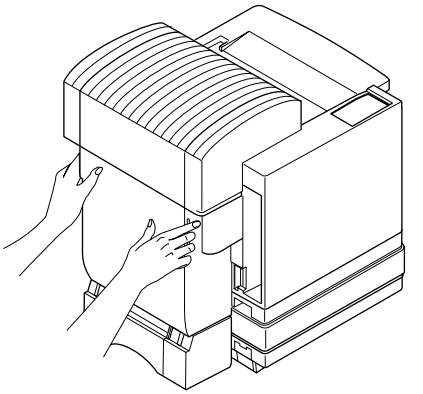
◆ **Caution:** *This is necessary as it pulls the toner cartridges forward slightly to make room for the OPC belt cartridge. You could damage the OPC belt if you don't do this.*

» **Note:** *This illustration shows the printer without the duplexer. However, the instructions are the same for both models.*



2 If you have a duplex model, open the duplexer's rear cover.

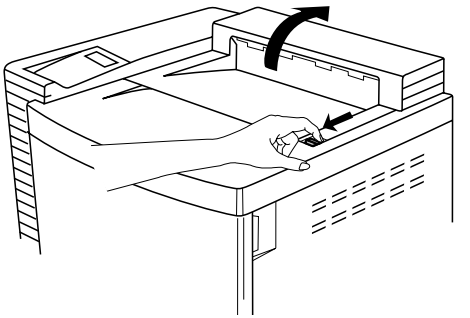
If not, skip to step 3.



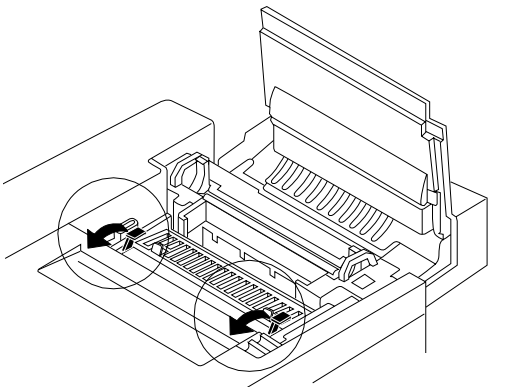
◆ **Caution:** *If you have a duplex model, make sure you have opened the duplexer's rear cover before opening the top of the printer. Forced opening of the top cover first may damage the unit.*

3 Pull the top latch to release the top cover, then open the top cover.

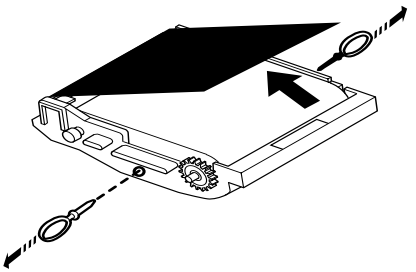
» **Note:** *The illustrations for steps 3 through 10 show the printer without the duplexer. However, the instructions are the same for both models.*



4 Rotate up the two lock levers (one on each side of the OPC belt cartridge opening) to prepare the opening for the cartridge.



5 Remove the protective sheet from the cartridge.



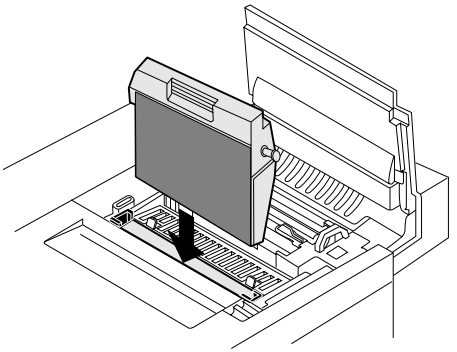
» **Note:** *The white powder lubricant on a new OPC belt is normal; it won't affect quality.*

6 Pull out the two tension-release pins (one on each side of the cartridge).

» **Note:** *Save the spacers in case you need to repack the printer for relocation or shipping later.*

7 Holding the cartridge above the printer, align the guide pins on the cartridge with the guide slots in the lock levers.

The white gear on the cartridge goes to the right, and the green surface of the cartridge faces you.

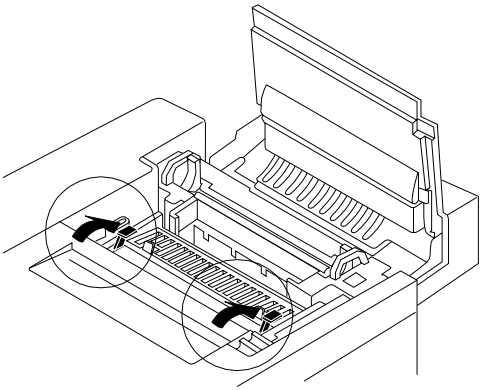


8 Gently guide the cartridge into the printer.

◆ **Caution**: *The cartridge should slide easily into the printer. Don't force it.*

9 **Rotate the two lock levers to secure the OPC belt cartridge in the printer.**

10 **Close the printer's front cover.**

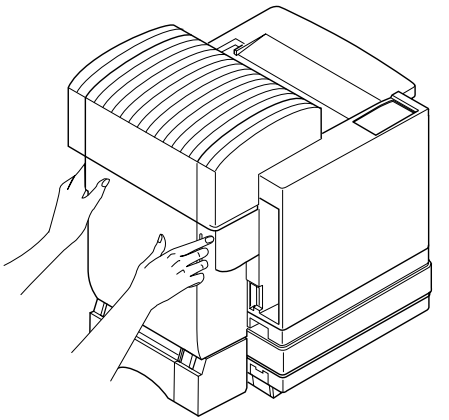


Fuser Oil Bottle and Cleaning Roller

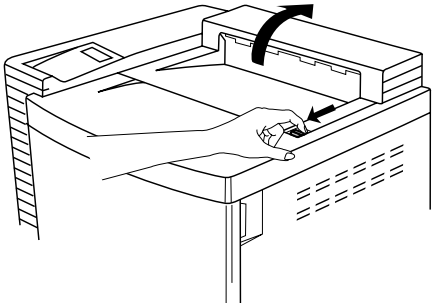
1 **If it's not already open, open the duplexer's rear cover.**

If you do not have a duplex model, skip to step 2.

◆ ***Caution:*** *If you have a duplex model, make sure you have opened the duplexer's rear cover before opening the top of the printer. Forced opening of the top cover first may damage the unit.*

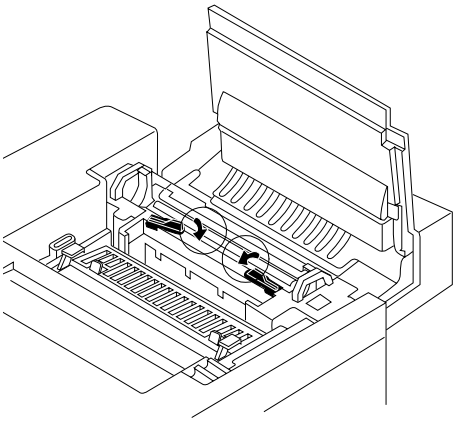


2 If it's not already open, pull the top latch to release the top cover, and then open the top cover.



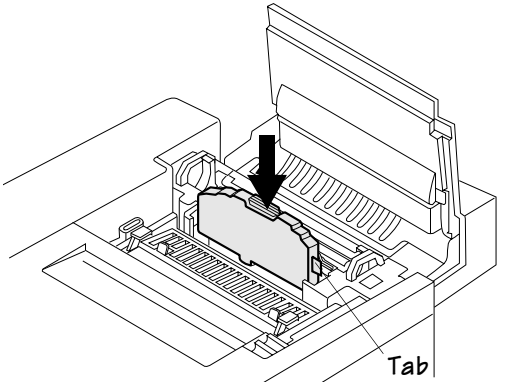
» **Note:** *The illustrations for steps 2 through 7 show the printer without the duplexer. However, the instructions are the same for both models.*

3 Open the two cleaning roller lock levers by rotating them toward you.



4 Lower the oil bottle into its slot.

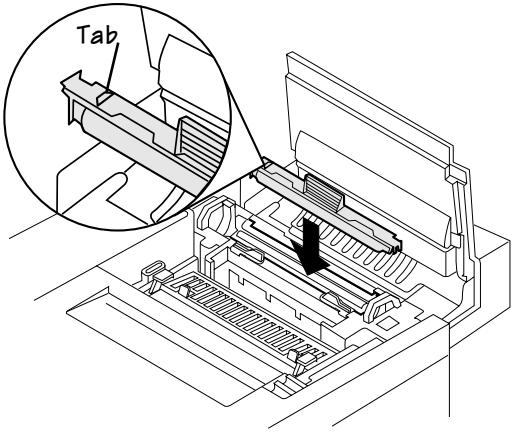
The tab on the side of the bottle must be on the right.



» **Note:** *Because the first oil bottle must prime the printer, it has less than the normal 12,000-page (1-sided) life expectancy.*

5 Install the cleaning roller in its slot.

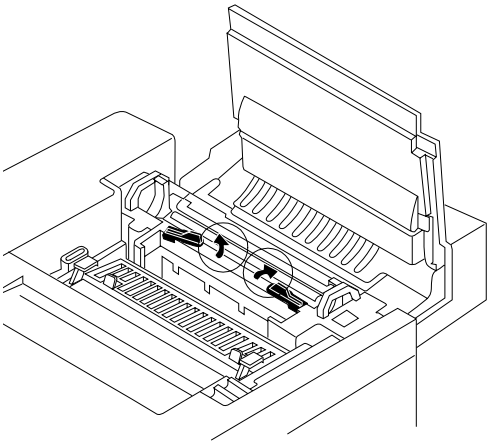
The larger tab on the top of the cleaning roller must be on the left.



6 **Close the two lock levers by rotating them away from you.**

7 **Close the printer's front and top covers.**

8 **If you have a duplex model, close the duplexer's rear cover.**



Load the Media Cassette

Prepare the Paper

1 **Take a stack of about 250 sheets (½ ream).**

» **Note:** *Don't unpack the media above the printer as this might cause media particles to fall into the printer.*

2 **Holding the stack with one hand, fan the sheets with the other hand.**

This gets air through the sheets and prevents static buildup.

If you're loading other media types, see "Using Media Other Than Paper" on page 3-6 in the *User's Guide*.

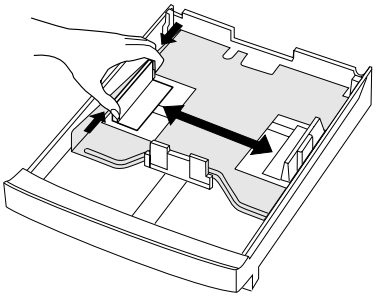
3 **Take off the top and bottom sheets.**

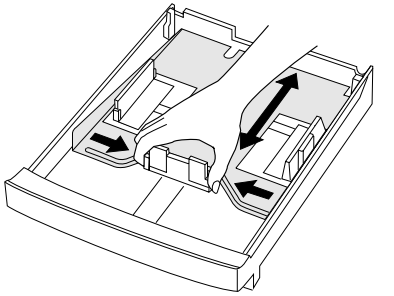
These sheets sometimes have residual glue buildup that could cause a media jam.

Load the Cassette

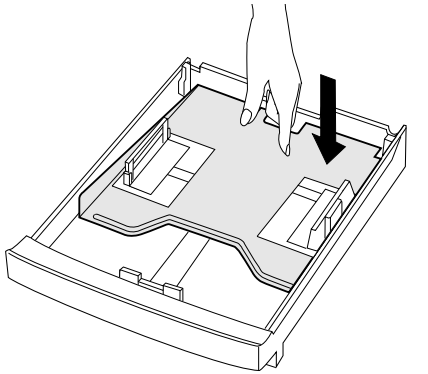
1. **Remove the media cassette from the printer.**
2. **Adjust the media guides to fit the size paper you're loading.**

   Squeeze the retainers at the ends of the left width guide and/or the length guide, move the guide to the appropriate location (media sizes are listed on the cassette), and release the retainers.



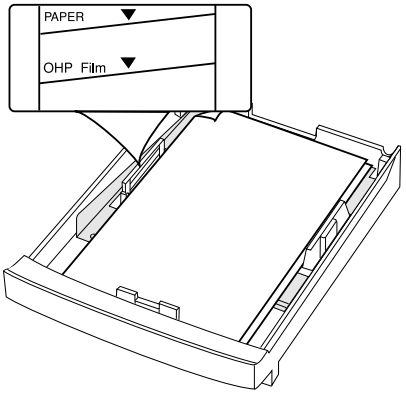


3. **Push the media pressure plate down to lock it in position.**



4 Load the paper.

- A fill limit mark is provided on the inside left side of the cassette. The media cassette holds 250 sheets of 20 lb bond (75g/m2) paper. (Paper is packed in reams of 500 sheets.)



◆ **Caution:** *Do not overfill the cassette.*

» **Note:** *The face-down output tray has a 250-sheet capacity. Jamming may occur if you allow media to accumulate more than 250 sheets at a time.*

The paper should face up with its top toward the rear of the cassette. An arrow on the paper package label indicates the face-up side of the paper.

5 Slide the media cassette back into the printer.

6 If you have a lower input feeder, repeat steps 1 through 5 to load that media cassette.

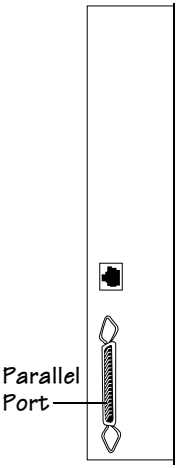
◆ **Caution:** *Although the QMS* magicolor *2 DeskLaser was designed for occasional printing on a wide range of media types, it is not intended to print exclusively on a single media type except plain paper. Continuous printing on media other than plain paper (such as envelopes, glossy stock, labels, thick stock, transfer media, or transparencies) may adversely affect print quality or reduce engine life.*

After 200 1-sided pages (or 100 2-sided pages) of a ***continuous*** *print run of plain paper, the* magicolor *2 DeskLaser automatically pauses for 3 minutes to cool down the engine. This occurs for monochrome or color printing. After this initial cooldown pause, the printer automatically resumes its printing. From that point forward while doing continuous printing, the 3-minute cooldown pause occurs every 50 pages until the continuous printing stops. After an extended idle period, this 50-page interval automatically resets to 200 pages. This process is provided to maintain the rated duty cycle of the printer and to ensure reliable printer operation with optimum output quality.*

Connect the Printer to Your Computer and Plug It In

» **Note:** *Printer performance depends upon the type of computer to which you connect it. We recommend a Pentium-class computer with at least 16 MB of RAM (if you're using Windows 95/98) or 32 MB of RAM (if you're using Windows NT 4.0).*

Parallel Connection



1 **Using a Centronics IEEE 1284 bidirectional parallel cable, connect the parallel port on the printer to the parallel port on the PC.**

   If you're replacing a printer already connected to a PC, you probably already have a parallel cable. If not, contact your local vendor or computer store.

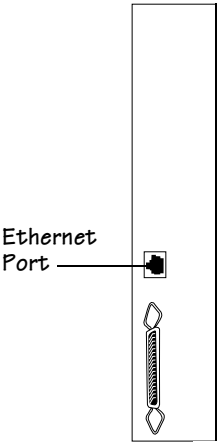
   Also, see appendix B, "Technical Specifications," of the *User's Guide* for detailed information on PC-to-printer cabling.

2 **Plug the printer into a grounded, surge-protected, electrical outlet.**

» **Note:** *In compliance with UL guidelines, "The appliance inlet is considered to be the main disconnect device."*

3 **Turn the printer on to test that it works, and then turn it off again.**

Ethernet Connection



1 **Using a twisted-pair (RJ45) Ethernet cable, connect the Ethernet port on the printer to a 10BaseT concentrator.**

   If you're replacing a printer already connected to an Ethernet network, you may already have a twisted pair (RJ45) Ethernet cable. If not, contact your local vendor or computer store.

   Also, see appendix B, "Technical Specifications," of the *User's Guide* for detailed information on PC-to-printer cabling.

2 **Plug the printer into a grounded, surge-protected, electrical outlet.**

» **Note:** *In compliance with UL guidelines, "The appliance inlet is considered to be the main disconnect device."*

Install Options

If you purchased any printer options, such as extra memory (SIMMs), then install them now. If installation instructions are included with the option, follow them. If not, installation instructions are included in chapter 5, "Printer Options," of the *QMS* magicolor *2 DeskLaser User's Guide*.

» **Note:** *Remember to turn off the printer before you install an option.*

Install a Printer Driver

Windows 95/98 (Parallel Connections)

Windows 95/98 and the parallel port on the QMS *magicolor* 2 DeskLaser both support Plug and Play technology, which lets your PC and its attached devices work together automatically. After you've connected the printer to the PC and plugged it in, the correct printer driver is automatically selected for you when you perform the following procedure.

» **Note:** *If you're using an Ethernet network connection, refer to the next section, "Windows 95/98 (Ethernet Connections)," for information on installing the printer driver.*

1. **If it's on, shut down your PC in the usual way.**
2. **Turn on the printer (the power switch is on the left side).**

   The printer goes through an initialization warmup and self-testing that lasts less than 2 minutes. When the warmup is complete, `Idle` displays in the message window.
3. **Turn on the PC.**
4. **A message window informs you** `New Hardware Found`**, and then you're prompted to insert the printer driver disk.**
5. **Insert the *QMS magicolor 2 DeskLaser Documentation and Software* CD-ROM (shipped with your printer) in the CD-ROM drive on your PC, and choose OK to continue.**
6. **Follow the instructions on the screen to install the printer driver.**

   When the installation is complete, the Windows 95/98 desktop appears.
7. **Remove the CD-ROM from the PC, and store it in a safe place.**

Windows 95/98 (Ethernet Connections)

◆ **Caution:** *If you plan to use the Ethernet interface, you should install the QMS Network Print Monitor before installing the QMS* magicolor *2 DeskLaser printer driver. See* *"Install a Network Print Monitor" on page 34.*

Because Ethernet connections don't support Plug and Play technology, you must install the printer driver manually as follows. (You can also use this procedure if you want to install the printer driver manually on a Windows 95/98 PC attached to a printer via the parallel port.)

1. **Insert the *QMS magicolor 2 DeskLaser Documentation and Software* CD-ROM (shipped with your printer) in the CD-ROM drive on your computer.**
2. **From the Windows 95/98 Start menu choose Settings.**
3. **From the Settings menu choose Printers.**
4. **Double-click on the Add Printer icon.**

   The Add Printer Wizard opens.
5. **Follow the instructions in the Add Printer Wizard.**
6. **When prompted, select Local Printer to identify how the printer is attached to your workstation, and then choose Next.**
7. **When prompted to select a manufacturer and printer, choose Have Disk...**
8. **In the Install From Disk dialog box, choose Browse...**
9. **Locate the drive in which you installed the CD-ROM in step 1.**
10. **From the Software/Win95/Driver directory, select the appropriate language directory for the Windows 95/98 driver.**

    OEMSETUP.INF displays in the File Name list.
11. **Choose OK to return to the Install from Disk dialog box.**
12. **Choose OK again.**
13. **In the displayed list of printers, select QMS *magicolor* 2 DeskLaser, and then choose Next.**
14. **When prompted, select a port to use with the printer, and then choose Next.**

15 **Continue following the instructions in the Add Printer Wizard.**

16 **When the installation is complete, exit from the Printers window.**

17 **Remove the CD-ROM from the PC, and store it in a safe place.**

Windows NT 4.0

◆ **Caution:** *If you plan to use the QMS Network Print Monitor, it should be installed before installing the QMS magicolor 2 DeskLaser printer driver. See "Install a Network Print Monitor" on page 34.*

Because Windows NT 4.0 doesn't support Plug and Play technology, you must install the printer driver manually as follows.

1 **Insert the *QMS magicolor 2 DeskLaser Documentation and Software* CD-ROM (shipped with your printer) into the CD-ROM drive on your PC.**

2 **In the Windows NT Start menu, choose Settings.**

3 **In the Settings menu, choose Printers.**

4 **In the Printers window, double-click the Add Printer icon.**

The Add Printer Wizard opens.

5 **When prompted, choose My Computer to identify how the printer is attached to your workstation, and then choose Next.**

My Computer means Local Printer. This is the appropriate choice whether you are connecting the printer directly to your computer via the parallel port or to a network via the Ethernet port.

6 **When prompted, select the appropriate port to use with the printer, and then choose Next.**

7 **When prompted to select a manufacturer and model of printer, choose Have Disk.**

8 **In the Install from Disk dialog box, choose Browse...**

9 **Locate the drive in which you installed the CD-ROM in step 1.**

10 From the Software/WinNT4/Driver directory, select the appropriate language directory for the Windows NT driver.

OEMSETUP.INF displays in the File Name list box.

11 Choose OK to return to the Install From disk dialog box.

12 Choose OK again.

13 In the displayed list of printers, select QMS *magicolor* 2 DeskLaser, and then choose Next.

14 If you're replacing an existing Windows NT 4.0 printer driver perform this step; otherwise, go to step 15.

a When prompted, choose Replace Existing Driver, and then choose Next.

b When prompted, for a printer name, either accept the displayed name or type a new one, and then choose Next.

15 If you're adding a new Windows NT 4.0 printer driver, perform this step; otherwise, go to step 16.

a When prompted, choose not to replace the existing driver, and then choose Next. (When you've finished the installation, a second QMS *magicolor* 2 DeskLaser icon, named "Copy 2," is displayed in the Printers window.)

b When prompted, for a printer name, either accept the displayed name or type a new one, and then choose Next.

16 When prompted for sharing information, choose either Shared or Not Shared, and then choose Next.

- **If you chose Not Shared**, skip to step 17.
- **If you chose Shared**, provide the sharing information.

  a In the Share Name edit box, type the name of the printer. (This name displays when your computer and printer are connected.)

b **If you're sharing your printer with a Windows NT 4.0 workstation**, choose OK and skip to step 17.

If you're sharing your printer with a Windows 95/98 workstation, in the Alternate Drivers list box, select the Windows 95/98 operating system, and choose OK.

If the operating system on your computer does not have the QMS *magicolor* 2 DeskLaser printer driver for Windows 95, you'll be prompted to install it: Insert the *QMS* magicolor *2 DeskLaser Documentation and Software* CD-ROM, and choose OK.

The required files are copied to the appropriate directory.

17 **When asked if you would like to print a test page, choose either Yes or No, and then choose Finish.**

The Windows NT 4.0 printer driver installs, and then the Windows desktop appears.

18 **Remove the CD-ROM from the computer, and store it in a safe place.**

Install a Network Print Monitor

» **Note:** *If you connected your printer via the parallel port, you can skip this section. The QMS Network Print Monitor is used only with printers connected to an Ethernet network.*

The QMS Network Print Monitors (QMSMON) for Windows 95/98 and Windows NT 4.0 are designed specifically for QMS printers using TCP/IP protocol to transport print jobs and access printer status information.

Windows 95/98

» **Note:** *If you're using Windows NT 4.0, refer to the installation instructions on page 39.*

The QMS Network Print Monitor is installed on your Microsoft Windows 95/98 workstation or server.

» **Note:** *You must be logged on as a member of the Administrator group to install the QMS Network Print Monitor. Also, the TCP/IP network software must be installed.*

Install the Print Monitor

1 **Insert the *QMS magicolor 2 DeskLaser Documentation and Software* CD-ROM in the CD-ROM drive on your computer.**

2 **In Windows 95/98 Explorer, change to the drive in which you inserted the CD-ROM in step 1, and then change to the appropriate directory (for example, `d:\software\win95\monitor`).**

3 **Double-click the SETUP.EXE icon to start the installation program.**

4 **In the Welcome dialog box, choose OK to start the installation.**

5 **In the Select Destination Directory box, either select Program Files/QMS and choose OK, or type an appropriate destination and choose OK.**

6 **In the Install dialog box, choose Yes.**

7 **If you're replacing a QMS Network Print Monitor, you're given the opportunity (Make Backups?) to back up the files of the existing monitor.**

- If you want to create backup files, choose Yes.

  If you choose Yes, the Select Backup Directory dialog box appears. Enter an appropriate destination and press Enter or choose OK.

- If you don't want to create backup files, choose No.

8 **In the Add QMS Port dialog box, type the Port Name and IP Address and choose OK.**

9 **When the Installation Complete dialog box appears, choose OK.**

The installation is complete.

10 **Remove the CD-ROM from the computer, and store it in a safe place.**

Add a Printer Port

Before you can use the QMS Network Print Monitor to transport print jobs to the printer and receive status information on them from the printer, you must add the QMS port associated with the printer to your system configuration.

1 **From the Start menu, choose Settings.**

2 **From the Settings menu, choose Printers.**

3 **In the Printers window, click the right mouse button on an existing printer to display the printer's menu.**

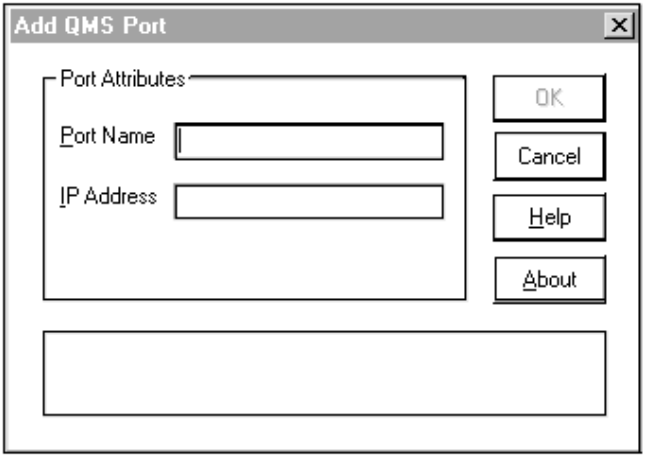
4 **Choose Properties to display the Properties dialog box.**

5 **Choose the Details tab and then choose Add Port.**

6 **Select Other.**

7 **Select QMS Port from the list then choose OK.**

The Add QMS Port window appears.



8 **Type the logical name for the port in the Port Name text box.**

This is a descriptive identifier of the port (for example, QMS *magicolor* 2 DeskLaser). Each port name must be unique. The maximum port name is up to 128 characters. This name displays in the Print to: list box of the Printer Properties dialog box in Print Manager.

If the port name exists already, the following message displays: `The port name "port_name" already exists on this computer. Please choose another name`. You must choose another Port Name.

» **Note:** *On initial access to the Add QMS Port dialog box, whatever you type in the Port Name text box is automatically copied to the IP Address text box. The port name and IP address can be the same or they can be different. However, If they are different, then first click the cursor in the IP Address text box and type it. Then click the cursor in the Port Name text box and type it.*

9 Type the Internet Protocol Address for the port.

This address is either the unique host name or the dot notation identifier of the network device.

Host Name	A symbolic name that identifies a device. This name must exist in your Network Host Name file and must be unique.
Dot Notation Identifier	A unique set of four numbers, separated by periods, which identifies a device on the intranet and/or network (for example 191.45.105.227).

If an invalid or previously used IP address (host name or dot notation identifier) is given, the following message displays: `The port address "IP_Address" could not be resolved on this computer. Accept it anyway?` Do one of the following:

a Select No and type another valid IP address (this is what QMS recommends).

b Select Yes and add this address in the Network Host Name file on your computer before you send any print jobs to the port. If a print job is sent to the port before the address is entered in the Network Host Name file, printing of the job fails.

c Select Cancel to abort adding the port and to exit from the Add QMS Port dialog box.

10 Choose OK.

11 Choose Close in the Printer Ports dialog box, then choose OK in Print Server Properties to close the Printers dialog box.

Configure a QMS Port

1 From the Start menu, choose Settings.

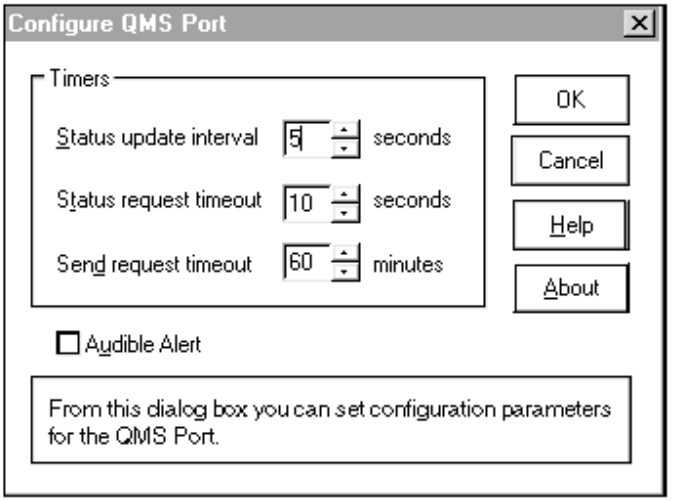
2 Choose Printers.

3 In the Printers window click the right mouse button on an existing printer to display the printer's menu.

4 Choose Properties.

5 Choose the Details tab.

6 Choose the Port Settings button to display the Configure QMS Port window.



7 Configure the Timers.

The following timeouts are used by the QMS Network Print Monitor when transporting print jobs to the print device and reporting their print status to Print Manager:

a Status update interval

Determines how often the QMS Network Print Monitor updates Print Manager with status information on the print device attached to the port. Scroll through the list box and select a value between 1 and 600 seconds. The default is 5 seconds.

b Status request timeout

Sets the amount of time that the QMS Network Print Monitor waits for a response from the print device before notifying Print Manager that the device is not responding. Scroll through the list box and select a value between 1 and 600 seconds. The default is 10 seconds.

c Send request timeout

Sets the amount of time that the QMS Network Print Monitor waits for a print job to be sent before it returns control to the Microsoft Windows 95/98 Print Spooler. Scroll through the list box and select a value between 1 and 600 minutes. The default is 60 minutes.

If this timeout expires and the job was sent via a...	This is what happens...
Windows 95/98 host	The print job is automatically terminated and cleared from the system.
Workstation	The Windows 95/98 Print Spooler dialog box displays, asking for a retry or cancel response. » **Note:** *Regardless of your response, the job is terminated and cleared from the system.*

8 Configure the audible alert.

This setting enables the QMS Network Print Monitor's problem alert sound. Click the Audible Alert check box to have the monitor beep the system speaker when it encounters an error writing to the QMS port. Clear the check box to disable the problem alert sound.

9 Choose OK.

10 Close the Print Servers Properties dialog box.

Windows NT 4.0

» **Note:** *If you're using Windows 95/98, refer to the installation instructions on page 34.*

The QMS Network Print Monitor is installed on your Microsoft Windows NT workstation or server. There are two different methods for installing the QMS Network Print Monitor, depending on whether you're performing a new installation or upgrading an existing installation. Both methods are described here.

Install the Print Monitor—New Installation

» **Note:** *You must be logged on as a member of the Administrator group to install the QMS Network Print Monitor. Also, the TCP/IP network software must be installed.*

1. **Insert the *QMS* magicolor *2 DeskLaser Documentation and Software* CD-ROM in the CD-ROM drive of your computer.**
2. **From the Start menu, choose Settings.**
3. **From the Settings menu, choose Printers.**
4. **In the Printers window click the right mouse button to display the Print Servers Properties dialog box.**
5. **In the Print Servers Properties dialog box select the Ports tab.**
6. **Choose the Add Port button.**
7. **Choose the Printer Ports button.**
8. **Choose the New Monitors button.**
9. **Type the path where the MONITOR.INF file is located (for example `d:\software\winnt495\monitor\i386`).**
10. **Press ↵ or choose OK to display the Select Port Monitor dialog box.**
11. **Press ↵ or double-click QMS Port under Port Monitor.**

    If the monitor is not located in the source directory that displays, edit the path and choose OK. The monitor installation dialog box displays briefly, informing you that the setup program is copying files.
12. **Choose OK to display the Add the QMS Port dialog box.**
13. **Refer to “Add a Print Device” on page 42 to add a QMS port.**

Install a Print Monitor—Upgrade Installation

Use this procedure when upgrading to a different version of the QMS Network Print Monitor.

» **Note:** *You must be logged on as a member of the Administrator group to install the QMS Network Print Monitor. Also, the TCP/IP network software must be installed.*

1. **Insert the *QMS* magicolor *2 DeskLaser Documentation and Software* CD-ROM in the CD-ROM drive of your computer.**
2. **From the Start menu choose Settings.**
3. **From the Settings menu choose Printer.**
4. **In the Printers window click the right mouse button to display the Print Servers Properties dialog box.**

5 **In the Print Servers Properties dialog box select the Ports tab.**

6 **Type in the path where the MONITOR.INF file is located (for example, `d:\software\winnt4\monitor\i386`).**

7 **Press ↵ or choose OK and the Select Port Monitor dialog box displays.**

8 **Press ↵ or double-click QMS port under Port Monitor.**

» **Note:** *If an error box appears, choose OK.*

9 **Choose Cancel in the Printers Ports dialog box then choose Cancel in the Print Servers Properties dialog box.**

10 **Close the Printers dialog box.**

11 **From the Start Menu, choose Settings.**

12 **Choose Control Panel to open it.**

13 **Choose the Services icon.**

14 **Highlight Spooler in the Services dialog box, and choose the Stop button (located on the right side of the dialog box).**

The following message displays:

`Are You Sure You Want To Stop Spooler Service?`

15 **Choose Yes.**

The Spooler status is set to blank, and the following message displays:

`Attempting to stop the spooler service on` *`username`*

16 **Choose the Start button.**

Spooler status is set to Started, and the following message displays:

`Attempting to start the spooler service on` *`username`*

17 **In the Services dialog box choose the Close button.**

18 **Close the Control Panel.**

The QMS Network Print Monitor is now upgraded for all queues using it.

19 **Add the QMS Port as explained in the next section, “Add a Print Device.”**

Add a Print Device

Before you can use the QMS Network Print Monitor to transport print jobs to the printer and receive status information on them from the printer, you must add the QMS port associated with the print device to your system configuration.

1 **From the Start menu, choose Settings.**

2 **Choose Printers.**

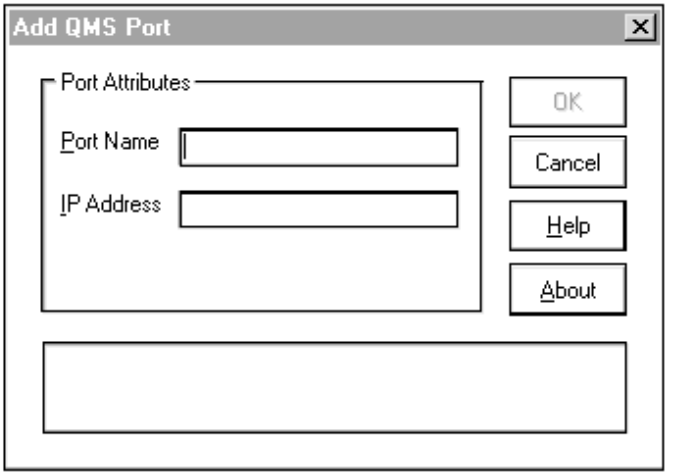
3 **In Printers window click the right mouse button.**

4 **In the Print Servers Properties dialog box select the Ports tab.**

5 **Choose the Add Port button.**

6 **Choose the Printer Ports button.**

7 **Select QMS Port from the list then choose OK.**



8 **Type the logical name for the port in the Port Name text box.**

This is a descriptive identifier of the port (for example, QMS *magicolor* 2 DeskLaser). Each port name must be unique. The maximum port name is up to 128 characters. This name displays in the Print to: list box of the Printer Properties dialog box in Print Manager.

If the port name exists already, the following message displays: `The port name “port_name” already exists on this computer. Please choose another name`. You must choose another Port Name.

» **Note:** *On initial access to the Add QMS Port dialog box, whatever you type in the Port Name text box is automatically copied to the IP Address text box. The port name and IP address can be the same or they can be different. However, if they are different, then first click the cursor in the IP Address text box and type it. Then click the cursor in the Port Name text box and type it.*

9 Type the Internet Protocol Address for the port.

This address is either the host name or the dot notation identifier of the network device.

Host Name	A symbolic name that identifies a device. This name must exist in your Network Host Name file.
Dot Notation Identifier	A unique set of four numbers, separated by periods, which identifies a device on the intranet and/or network (for example 191.45.105.227).

If an invalid IP address (host name or dot notation identifier) is given, the following message displays: `The port address “IP_Address” could not be resolved on this computer. Accept it anyway`? Do one of the following:

a Select No, and type another valid IP address (this is what QMS recommends).

b Select Yes, and add this address in the Network Host Name file on your computer before you send any print jobs to the port. If a print job is sent to the port before the address is entered in the Network Host Name file, printing of the job fails.

c Select Cancel to cancel adding the port and to exit from the Add QMS Port dialog box.

10 Choose OK.

11 Choose Close in Printer Ports dialog box, then choose OK in Print Server Properties to close the Printers dialog box.

Configure a QMS Port

1 **From the Start menu, choose Settings.**

2 **Choose Printers.**

3 **In the Printers window click the right mouse button, and then from the pop-up menu choose Properties.**

4 **In the Print Servers Properties dialog box select the Ports tab.**

5 **Select QMS Port from the list then choose the Configure Port button.**

6 **Configure the Timers.**

The following timeouts are used by the QMS Network Print Monitor when transporting print jobs to the print device and reporting their print status to Print Manager:

a Status update interval

Determines how often the QMS Network Print Monitor updates Print Manager with status information on the print device attached to the port. Scroll through the list box and select a value between 1 and 600 seconds. The default is 5 seconds.

b Status request timeout

Sets the amount of time that the QMS Network Print Monitor waits for a response from the print device before notifying Print Manager that the device is not responding. Scroll through the list box and select a value between 1 and 600 seconds. The default is 10 seconds.

c Send request timeout

Sets the amount of time that the QMS Network Print Monitor waits for a print job to be sent before it returns control to the Microsoft Windows NT Print Spooler. Scroll through the list box and select a value between 1 and 600 minutes. The default is 60 minutes.

If this timeout expires and the job was sent via a...	**This is what happens...**
NT Server	The print job is automatically terminated and cleared from the system.

Workstation	The Windows NT Print Spooler dialog box displays, asking for a retry or cancel response. » **Note:** *Regardless of your response, the job is terminated and cleared from the system.*

7 Configure the events to log.

The following types of messages can be reported in the Application Event Log. See your Microsoft Windows NT documentation for details on this log.

a Errors

Enables error message reporting in the Application Event Log. Click the Errors check box to enable error message reporting. A clear check box disables error message reporting in the log.

b Warnings

Enables warning message reporting in the Application Event Log. Click the Warnings check box to enable warning message reporting. A clear check box disables warning message reporting in the log.

c Information

Enables information message reporting in the Application Event Log. Click the Information check box to enable information message reporting. A clear check box disables error message reporting in the log.

8 Configure the audible alert.

This setting enables the QMS Network Print Monitor's problem alert sound. Click the Audible Alert check box to have the monitor beep the system speaker when it encounters an error writing to the QMS port. A clear check box disables the problem alert sound.

9 Choose OK.

10 Close the Print Servers Properties dialog box.

Register the Printer

QMS is committed to developing printers that offer you flexible, efficient solutions, so we're interested in knowing how you plan to use your printer. Please register now in one of the following ways:

- **Internet**—To register on the Internet, visit the QMS Registration page at http://www.qms.com/support/support_set.htm.
- **Mail**—To register by mail, fill out and send in your warranty card.
- **Telephone**—To register by telephone, in the US call QMS at (877) 778-2687. In other countries, refer to appendix A, "QMS Customer Support," for the appropriate telephone number.

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A

QMS Customer Support

In This Appendix . . .

- "Sources of Support" on page A-2
- "QMS World-wide Offices" on page A-4

Sources of Support

Several sources of help and information are available, depending on the type of help you need.

Your QMS Vendor

Your local vendor (the one from whom you bought the printer) may be best equipped to help you. Your vendor has specially trained service technicians available to answer questions, and the equipment to analyze your printer problems.

Your Application Vendor

Often, “printing” problems have more to do with the application being used than with the printer. In this case, the application manufacturer is the best source of help.

Internet

Corporate Web Page

You can view the QMS home page at http://www.qms.com. The QMS server provides access to technical reports, new product announcements, a trade show schedule, and other general information about QMS. The QMS ftp resource is ftp.qms.com.

magicolor 2 DeskLaser Answer Base

The QMS Answer Base is a free interactive online technical support system for the QMS *magicolor* 2 DeskLaser. It answers common questions and provides diagnostic advice. To access the Answer Base, go to http://www.qms.com, select Support, and then select Answer Base.

The Answer Base helps you locate the information you need by asking you questions. In fact, it can provide results even when you don’t quite know what to ask for or how to find it. Use the Answer Base before contacting technical support—you will likely find the answer to your question. However, if the answer is not available, you will be provided with specific QMS contact information to help solve your problem.

FAQs

You can access current FAQs (Frequently Asked Questions) about your print system at http://www.qms.com/support/support_set.htm.

QMS Customer Response Center (CRC)

You can contact the QMS Customer Response Center (CRC) in four different ways:

- **Telephone**—You can call the CRC toll-free at (877) 778-2687 (US) Monday–Friday, 7:00 am–6:00 pm, Central Time.

» **Note:** *If you call for assistance, have the following information ready so our technicians can help you more quickly:*

  - ☑ Your phone number, fax number, Email address, and shipping address
  - ☑ A description of the problem
  - ☑ The printer model and serial number
  - ☑ The type of host computer you're using
  - ☑ The type and version of operating system you're using
  - ☑ The interface you're using, and, if serial, the protocol (for example, XON/XOFF)
  - ☑ The application and version you're using
  - ☑ The emulation of the file you're trying to print (listed on both the status and startup pages)
  - ☑ Your printer firmware version (displayed on the control panel LCD while the printer initializes after being powered up and listed on the status/startup pages)
  - ☑ A status page, if you can print one

- **Email**—You can Email questions to the CRC through support@qms.com.
- **Fax**—You can fax questions to the CRC at (334) 633-3716 (US). Provide the same information as listed above, and indicate whether you would like a faxed or a phoned reply.
- **Internet**—If you have access to the World Wide Web, you can access the CRC through the QMS home page at http://www.qms.com/support/support_set.htm. You can access FAQs (Frequently Asked Questions) at http://www.qms.com/support/support_set.htm.

QMS World-wide Offices

QMS United States and Latin America

General Contact

Telephone	1 (334) 633-4300	
Fax	1 (334) 633-4866	
Email	info@qms.com	
Internet	http://www.qms.com	

Information on QMS products, supplies, and accessories, and on the authorized QMS remarketer or service provider nearest you

1 (800) 523-2696

Customer Response Center (CRC)

Technical Assistance

Telephone	1 (877) 778-2687 (toll-free)	7:00 am–6:00 pm Central Time
Email	support@qms.com	
Fax	1 (334) 633-3716	
Internet	http://www.qms.com	

Latin America

Fax 1 (334) 639-3347

National Service

Service Information, Installation, and Maintenance Pricing

1 (800) 858-1597

1 (800) 762-8894 (Custom Service Contracts Only)

On-Site Service and Depot Repair Information

1 (877) 778-2687 7:00 am–6:00 pm Central Time

Spare Parts Ordering and Information

1 (334) 633-4300 extension 2530 8:00 am–5:00 pm Central Time

Email service@qms.com

QMS Canada

General Contact

Telephone	1 (905) 206-0848	
Fax	1 (905) 206-0903	
Supplies and Accessories	1 (800) 268-0343 extension 223	

National Service

On-Site Service and Depot Repair Information

1 (800) 268-4969 8:30 am–5:00 pm Eastern Time

Spare Parts Ordering and Information

1 (905) 206-9234 extension 238 8:30 am–5:00 pm Eastern Time

QMS in Japan

General Contact	
Telephone	(+81)-3 3779-9600
Fax	(+81)-3 3779-9650
Internet	http://www.qmsj.co.jp

QMS EMEA

QMS Australia	Anitech Sydney Business & Tech. Centre 52/2 Railway Parade 2141 Lidcombe NSW Australia	
	Telephone	(+61) 2–9901 3235
	Fax	(+61) 2–9901 3273
	Internet	http://www.qmsaus.com.au
QMS Benelux Belgium, Netherlands, and all unlisted countries	Planetenbaan 60 'Corner Plaza' 3606 AK Maarssen The Netherlands	
	Telephone	(+31) 346–551333
	Fax	(+31) 346–550170
	Internet	http://www.qms.nl
QMS France	Vélizy Plus 1 Bis, Rue du Petit Clamart 78142 Vélizy Cedex France	
	Telephone	(+33) 1–410 79 393
	Fax	(+33) 1–408 30 110
QMS GmbH Germany and Austria	Gustav Heinemann Ring 212 D-81739 Munich Germany	
	Telephone	(+49) 89 63 02 67 0
	Fax	(+49) 89 63 02 67 67
QMS Italy	Via della Repubblica 56 43100 Parma Italy	
	Telephone	(+39) 52–1231 998
	Fax	(+39) 52–1232 902

QMS Nordic Sweden, Finland, Norway, and Denmark	Arenavägen 41, 6th floor 121 77 Johanneshov Sweden Telephone (+46) 8–600 01 30 Fax (+46) 8–600 01 33
QMS South Africa	Saskay House Unit 24 Sunninghill Business Park Peltier Road, Sunninghill, Johannesburg Republic of South Africa Telephone (+27) 11–807 6957 Fax (+27) 11–807 6960
QMS UK United Kingdom and Ireland	Old Bridge House, The Hythe Staines, Middlesex TW18 3JF United Kingdom Telephone (+44) 1784–442255 Fax (+44) 1784–461641

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